

CLASS TITLE: SENIOR QUALITY CONTROL REVIEW SUPERVISOR

Class Code: 02829400

Pay Grade: 30A

EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible, on a statewide basis, for the planning, direction, coordination and supervision of the Quality Control Unit engaged in reviewing cases drawn as a sample from the eligibility caseload of the Family Independence Program (FIP) Program, the Food Stamp Program and the MA Program; to coordinate, with federal reviewers, the re-review of the sample cases drawn in each program; to coordinate with the federal/state training staffs, the orientation and training of the state quality control reviewers in new federal/state quality control regulations and/or new procedures; will act as a member of the corrective action team for each of the programs; and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative direction of an administrator with considerable latitude for the exercise of initiative and independent action; work is reviewed upon completion through conferences and submitted reports for results obtained and conformance to professional standards and federal/state policies, rules and regulations.

SUPERVISION EXERCISED: Exercises administrative, professional and technical supervision over a professional staff of quality control reviewers and others engaged in the administration of an assigned program of review of sample cases.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

As assigned, to be responsible on a statewide basis, for the planning, direction, coordination and supervision of the Quality Control Unit engaged in reviewing sample cases drawn from the eligibility files of the FIP Program, the Food Stamp Program and the MA Program.

As assigned, to be responsible on a statewide basis for the planning, coordination and supervision of a professional staff of quality control personnel engaged in interviewing clients, making home visits, making collateral visits and gathering data from other sources of information as they relate to the federal/state quality control review processes and activities.

As assigned, to be responsible for coordinating with federal/state staffs the development of training sessions and orientation seminars for state quality control personnel in new federal/state quality control regulations and/or procedures.

As Assigned, to act as a leading member of the corrective action panel related to each of the programs.

To assist in the recruitment and selection of professional quality control reviewers and clerical personnel and to participate in the overall administration and direction of the recruitment and selection process in coordination with state personnel agencies.

To analyze and review requests and reports submitted by subordinates and to advise subordinates of decisions made in such reports.

To supervise and train the secretarial support staff of the quality control unit.

To develop and utilize community resources to meet general control and/or specific problems as they relate to the assigned programs.

To be responsible for the collection of statistical data for the preparation of specific federal/state quality control reports.

To consult regularly with subordinates relative to problems with supervision in case reviews and to be responsible for decisions in difficult case review situations.

To be responsible for the conformity of work performed by the quality control staff with established federal/state procedures, policies and methods.

To be responsible for the evaluation of quality control methods and techniques necessary for the effective administration of the quality control review process.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of quality control review policies/procedures, work principles, practices and techniques; a thorough knowledge of the quality control review process as it relates to client interviews, home visits, collateral visits and sources of information as required by the federal and state processes and activities; a thorough knowledge of federal and state laws relative to client and agency privacy and to the control, disposition and dissemination of client and agency information; a thorough knowledge of the federal re-review process as it relates to the FIP, Food Stamp and Medical Assistance Programs; a thorough knowledge of federal and state training techniques and training activities related to the quality control supervisors and reviewers; the ability to evaluate the policies and procedures of a state-wide quality control review program and the training related thereto; the ability to establish and maintain effective working relations with federal and state supervisors/staffs and individuals in other public and private agencies, the community and the public and to develop and implement training related to the agencies and their activities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of a Bachelor's Degree in the social sciences from an accredited institution of higher education; and

Experience: Such as may have been gained through: full-time employment as a Quality Control Review supervisor for at least 3 years; or, at least 4 years full-time employment in a responsible supervisory or administrative position engaged in the administration of the FIP, Food Stamps and Medical Assistance Programs.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

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